Conflict is an integral aspect of everyday social interaction, whether in the family, at work, within organizations, between and within communities, or at the international level. When conflict is not addressed, it can destroy relationships, paralyze organizations and lead to costly litigation. Carleton’s Graduate Diploma in Conflict Resolution engages students in contemporary theories and practices of conflict resolution with a special emphasis on building students’ capacity for the constructive prevention, management and resolution of conflict.

Whether you are working towards professional advancement in your field, beginning a new career, or interested in applying these skills in a personal or community context, you will develop the knowledge and skills to improve your ability to intervene in a variety of conflict contexts.

In this program you will develop a set of core competencies to enable you to understand, analyze and intervene in conflicts. Competencies include an awareness of different dispute resolution processes, determining appropriate resolution processes, getting parties to the table, and a range of communication skills you will need to conduct collaborative dialogue processes. You will be taught and mentored by conflict resolution practitioners and academics who are actively engaged in advancing the field through research and practice.

WHO IS THE PROGRAM INTENDED FOR?

The Graduate Diploma in Conflict Resolution is designed for mid-career professionals who have practical experience in dealing with conflicts in their professional careers, as well as for graduate students across a range of disciplines in the university who are beginning their working careers and see the value in adding a theoretically-informed, skills-based Diploma in Conflict Resolution to their analytical, research and writing skills from graduate school.

CAREER OPPORTUNITIES

Building the personal capacity for better preventing, managing, and de-escalating conflict is a skill set that can be applied to almost all areas of professional and personal life, from human resource managers to police and corrections officers, from child protection workers to specialists in international development. Your fellow students come from fields such as human resources, social work, education, health care, law enforcement and public administration. Many are senior level managers in public, private and not-for-profit organizations. Many graduates of the Conflict Resolution program now work in the integrated conflict management systems within government departments including Transport Canada, Health Canada, National Defence, Innovation, Science and Economic Development, Indigenous and Northern Affairs, and Public Services and Procurement Canada. Alumni also hold managerial and executive positions in labour organizations, community associations, NGOs and human rights organizations, while others have successful careers working as private consultants and mediators.
ADMISSION REQUIREMENTS
To be admitted into the Graduate Diploma program, you typically require an honours undergraduate degree and experience in conflict management or resolution. If you do not meet the degree requirements or have little direct conflict experience, you may be considered for admission based on other professional experience and related training.

REQUIRED DOCUMENTS
You need to provide the following documents:
- Two letters of reference
- A Statement of Intent (3-4 pages)
- A copy of transcripts from all post-secondary institutions you have attended.
- If applicable, a copy of your English-language test scores.

Note: Official documents (transcripts, test scores) will be required if you are accepted into our program.

APPLICATION & DEADLINES
For more information about this innovative, theory-informed practical program, please visit: carleton.ca/law/future-students/gdcr
Details about how to apply are available here: graduate.carleton.ca/apply-online
You can access an online application at this website: graduate.carleton.ca/applynow

LANGUAGE REQUIREMENTS
For admission into Carleton’s graduate programs, you will need to demonstrate that your knowledge and use of English are strong enough for graduate studies at an English-language university. For a listing of our minimum English-language requirements, please visit our website at graduate.carleton.ca/international

FLEXIBLE PROGRAM DELIVERY
The Graduate Diploma in Conflict Resolution is delivered in an executive-style format to accommodate the busy lives of mid-career professionals and of graduate students who are completing the coursework or thesis requirements towards their graduate degree. Courses are delivered through full day intensive course modules scheduled during weekends throughout the academic year and over the summer. Small class sizes and adult-learning principles promote classroom discussion and ensure personalized attention.

While you have up to four years to complete your studies, the program can be completed in approximately 18 months.

A distinct and value-added component of the program is a dedicated skills development course in which students practise the core competencies taught throughout the program in structured role play sessions which are designed to simulate real life conflict scenarios.

All courses include journaling, simulated practice, small group work and self-reflective assignments that help you become aware of your strengths and challenges as conflict managers and practitioners.

“This program provided me with the skills I needed to start a new and exciting career in the field of elder mediation. I highly recommend this program as it is unique in Canada and an excellent training ground for people wanting to enter the growing field of conflict resolution.”
— Elizabeth Sterritt
Alumna and Certified Elder Mediator (FMC)

“...the conflict resolution program has given me practical skills grounded in the theory of the dynamics of conflict. I am able to approach conflict constructively, whether in my demanding work environment in my neighbourhood or at home with my family. This program is also a journey of self-discovery on the way to being able to help others on their own journeys into the possibility of positive change.”
— Sheila Powell
Public Service Executive MC